

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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May 11, 2004

SENT BY E-Mail, and
First Class U.S. Mail

Gary Epler, Esq.
Unitil Service Corporation
6 Liberty Lane West
Hampton, NH 03842-1720

Re: Fitchburg Gas and Electric Light Company, D.T.E. 04-21

Dear Mr. Epler:

Enclosed is the first set of information requests by the Department of Telecommunications and Energy to Fitchburg Gas Electric Light Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., May 25, 2004.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel
Hearing Officer

Enc.
cc: Service List
Mary Cottrell, Secretary

FIRST SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits to Fitchburg Gas and Electric Light Company ("Fitchburg" or "Company") the following information request(s) with respect to the February 26, 2004 Service Quality ("SQ") Report, ("Filing") D.T.E. 04-21.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department to the Company in this proceeding.

1. Each request should be answered in writing on a separate, three-hole punch page with a recitation of the request, a reference to the request number, the docket number of the case and the name of the person responsible for the answer.
2. Do not wait for all answers to be completed before supplying answers. Provide the answers as they are completed.
3. These requests shall be deemed continuing so as to require further supplemental responses if the Company or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
4. The term "provide complete and detailed documentation" means:

Provide all data, assumptions and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports and planning documents from which data, estimates or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.
5. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, handwritten notes, records or reports, bills,

checks, articles from journals or other sources and other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

6. If any one of these requests is ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.
7. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer.

Requests

- | | |
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| DTE 1-1 | For the Company's electric division, please provide the Company's 2003 Distribution Revenues. Identify the source for this value. |
| DTE 1-2 | For the Company's electric division, please provide the Company's 2003 Transmission Revenues. Identify the source for this value. |
| DTE 1-3 | In the Company's Filing in DTE 03-19, the electric division provided 10 years of data (1993 through 2002) in the derivation of the average, standard deviation and deadband for Consumer Division Cases and Lost Work Time Accident Rate. Why did the Company exclude the 1993 data and include the 2003 data in this docket? |
| DTE 1-4 | For the Company's electric division, please explain why the Company includes 2003 statistics in the derivation of the average, standard deviation and deadband for Telephone Service Factor, Service Appointments Met As Scheduled, On-Cycle Meter Readings and Billing Adjustments. |
| DTE 1-5 | For each of the areas for which the Company's performance was not within its deadband, please briefly describe the reasons for such performance. |
| DTE 1-6 | Please provide a worksheet calculating all penalties and offsets incurred by Fitchburg's gas division as a result of the 2003 performance measurement. |
| DTE 1-7 | For the Company's gas division, please explain why the ten year historical data is not available for the following SQ penalty measures and reporting requirements: Telephone Emergency Answering, Non-Emergency Answering, Service Appointments Kept, Meter reads, Response to Odor Calls, Staffing Levels, Property Damage > \$5k, Unaccounted for Gas, Restricted Work Day Rate. |

DTE 1-8 Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls?